GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:1044
ANSWERED ON:27.07.2015
Complaints Against Airlines
Bidhuri Shri Ramesh

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Directorate General of Civil Aviation (DGCA) has received complaints regarding misbehaviour by the employees of various airlines during the last three years and the current year;

(b) if so, the details thereof, airline-wise; and

(c) the action taken by DGCA thereon?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Dr Mahesh Sharma)

(a) and (b):-Yes Madam. The details of the complaints received by DGCA on staff misbehavior for the year 2012, 2013, 2014 and current
year up to (June) are at Annexure 1 to Annexure-4 respectively.

(c):- As per prevailing regulation, each airline is required to appoint a Nodal Officer and Appellate Authority to redress passenger grievances in a stipulated time frame. Airlines are required to conspicuously display the details of Nodal Officer and Appellate Authority on their respective website. If any passenger related complaint is received by DGCA, this is forwarded to the respective airline, for redressal, directly with the complainant.

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